

Facility Hours and Waiting Times

Facility is Open 24 Hours

Yes

Open Time M-F: NA
 Open Time Sat: NA
 Average stop time: NA

NDoH May 2019 Circular: "Facilities must be open from 5.00 - 19.00, as well as 8.00 - 16.00 on Saturdays."

Time Patients Spend at the Facility?

Patient Responses: 15

Amount of time spent: **6:07**

This ranks:

- 335 of 396 Facilities Nationally (Bottom Quarter)
- 103 of 118 Facilities in the Province (Bottom Quarter)
- 31 of 39 Facilities in the District (Bottom Quarter)

Earliest Patient Arrival Time

Patient Responses: 14

Earliest arrival time: **4:51**

This ranks:

- 350 of 396 Facilities Nationally (Bottom Quarter)
- 100 of 118 Facilities in the Province (Bottom Quarter)
- 33 of 39 Facilities in the District (Bottom Quarter)

Are the Queues at the Facility Long?

Patient Responses: 15

100% of patients report long queues

Reason	Count
There is not enough staff	13
Staff take long breaks (for tea, lunch etc.)	11
Other reason	4

Please specify the other reasons why the queues are long

- most Tuesdays because they do many things such as children and elderly
- there are many patients
- there are too many patients to serve per day
- too many patients

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 15

Safety Level	Percentage
Very Unsafe	0%
Unsafe	0%
Neither Safe or Unsafe	40%
Safe	53%
Very Safe	7%
Don't know	0%

This ranks:

- 100 of 335 Facilities Nationally (Top Half)
- 27 of 108 Facilities in the Province (Top Half)
- 14 of 34 Facilities in the District (Top Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 15

Response	Percentage
Always	53%
Sometimes	40%
Never	7%

This ranks:

- 97 of 396 Facilities Nationally (Top Quarter)
- 40 of 118 Facilities in the Province (Top Half)
- 13 of 39 Facilities in the District (Top Half)

Are Staff Friendly and Professional?

Patient Responses: 15

Response	Percentage
Yes	87%
Sometimes	13%

This ranks:

- 88 of 396 Facilities Nationally (Top Quarter)
- 15 of 118 Facilities in the Province (Top Quarter)
- 8 of 39 Facilities in the District (Top Quarter)

Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

Don't know

Which Cadres are Understaffed?

No Data for this Indicator

Clinic Conditions

What is the Condition of the Building?

Total Observations: 1

Building condition was:

Good

<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Broken roof or walls
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	

What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was:

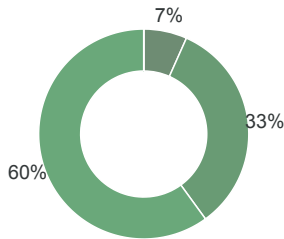
Bad

<input type="checkbox"/> No soap	<input type="checkbox"/> No water	<input checked="" type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input checked="" type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input type="checkbox"/> Broken	<input checked="" type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

How Clean is the Facility

Patient Responses: 15

Very Dirty:	0%
Dirty:	7%
Neither Clean or Dirty:	33%
Clean:	60%
Very Clean:	0%
Don't know:	0%



This ranks:

- 291 of 396 Facilities Nationally (Bottom Half)
- 92 of 118 Facilities in the Province (Bottom Quarter)
- 33 of 39 Facilities in the District (Bottom Quarter)

Facility Manager: Is there enough space in the facility to meet patient's needs?

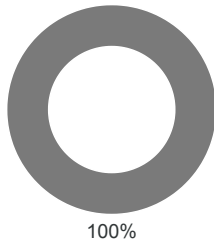
No Data for this Indicator

Access to Medicines and Shortages/Stockouts

Patient Reports of Medicine Shortage(s)

Patient Responses: 1

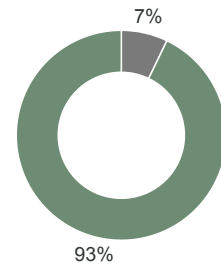
HIV medicine: 100%



Any Patients left without the Medicine due to Shortage

Patient Responses: 14

Yes:	7%
No:	93%



Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Contraception shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

HIV medication shortage(s)

<input checked="" type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Dolutegravir (DTG)	<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other
<input type="checkbox"/> Don't Know	<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC

Facility Staff Reports of Medicine Shortage(s)

Facility Staff Reports of Medicine Shortage(s)

<input type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input type="checkbox"/> Other medicines or diagnostic tests	<input checked="" type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Facility Staff: Contraception Shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

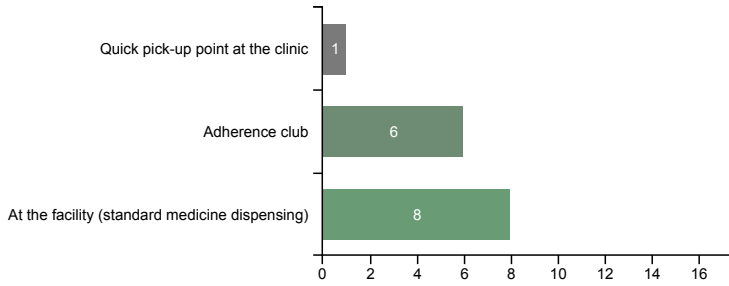
HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC	<input type="checkbox"/> Dolutegravir (DTG)

ARV Collection and Access

Where do you Collect ARVs?

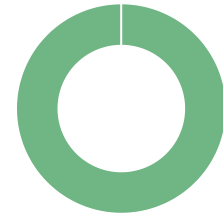
Patient Responses: 15



Length of HIV medicine refill?

Patient Responses: 15

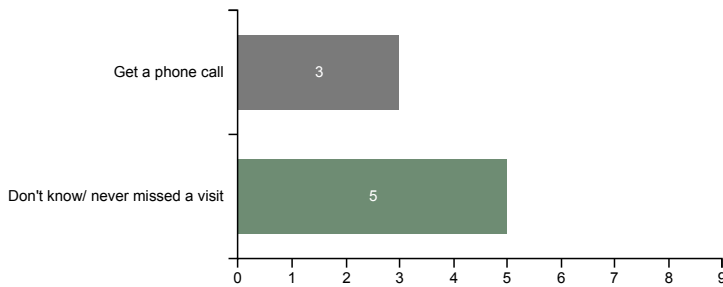
1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	0%
2 months:	100%
3 months:	0%
6 months:	0%
Don't know:	0%



100%

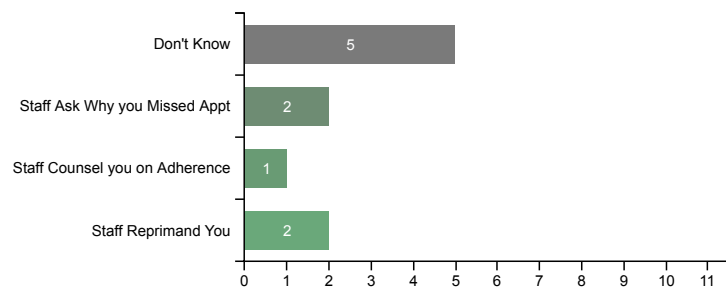
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 8



When a patient misses a visit, what happens the next time the patients comes to collect ARVs?

Patient Responses: 10



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 15

87% of patients say they would like to collect ARVs closer to home

This ranks:

- 354 of 395 Facilities Nationally (Bottom Quarter)
- 112 of 118 Facilities in the Province (Bottom Quarter)
- 39 of 39 Facilities in the District (Bottom Quarter)

Adherence Clubs

If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 9

71% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 6

100% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 6

50% of patients say yes

Does the Adherence Club provide information about the importance of taking your HIV medicine?

Total Responses: 6

67% of patients say yes

Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	1
• Facility-Based Clubs:	0
• Community-Based Clubs:	1
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	NA
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

Topics Covered in the Adherence Club

No Data for this Indicator

Access to Viral Load Testing / Information

Do Patients Know Their Viral Load?

Patient Responses: 15

100% of patients know their viral load

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 15

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 15

40% of patients report viral load was explained

This ranks:

- 382 of 395 Facilities Nationally (Bottom Quarter)
- 116 of 118 Facilities in the Province (Bottom Quarter)
- 37 of 39 Facilities in the District (Bottom Quarter)

Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 15

100% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 15

33% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

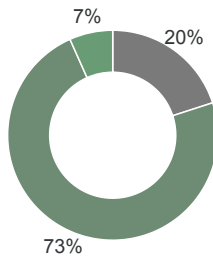
- 340 of 395 Facilities Nationally (Bottom Quarter)
- 102 of 118 Facilities in the Province (Bottom Quarter)
- 29 of 39 Facilities in the District (Bottom Half)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 15

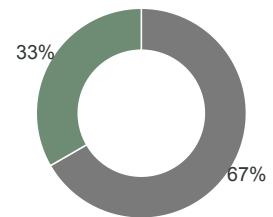
Yes:	20%
No:	73%
Don't know:	7%



Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 3

Yes:	67%
No:	33%



This ranks:

- 268 of 376 Facilities Nationally (Bottom Half)
- 83 of 116 Facilities in the Province (Bottom Half)
- 24 of 37 Facilities in the District (Bottom Half)

Do Patients Feel this Facility Keep People's HIV Status Confidential and Private?

Patient Responses: 15

100% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

100% of patients report counseling is available

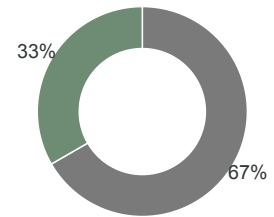
This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

Yes: 67%
Don't know: 33%



PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

<input checked="" type="checkbox"/> Adolescent girls/young women	<input checked="" type="checkbox"/> All women	<input checked="" type="checkbox"/> Men who have sex with men
<input checked="" type="checkbox"/> Sex workers	<input checked="" type="checkbox"/> People who inject drugs	<input checked="" type="checkbox"/> Anyone who is sexually active
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

Are Women Who are On or Switching to Dolutegravir-Based Regimens Offered Contraception?

Facility Responses: 1

Yes

COVID-19 Disruptions

Is the clinic currently open during the COVID-19 crisis?

Yes the clinic is open, and patients can enter the facility

Is the clinic faced with any of the following issues because of the COVID-19 crisis?

<input type="checkbox"/> There is no physical distancing inside the clinic grounds	<input checked="" type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input type="checkbox"/> There is no access to soap and water
<input type="checkbox"/> There is no access to hand sanitiser	<input type="checkbox"/> Health workers are not wearing masks	<input type="checkbox"/> Health workers are not wearing masks properly
<input type="checkbox"/> Chronic patients are not entering the facility — they wait for medicines outside the gates	<input checked="" type="checkbox"/> The facility is not screening people for COVID-19 symptoms	<input type="checkbox"/> Clinical staff in the facility do not have enough PPE (masks, sanitiser)
<input type="checkbox"/> Non-clinical staff in the facility do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> CHWs/CCGs do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> Other
<input type="checkbox"/> None of the above	<input type="checkbox"/> There is no access to hand sanitiser	

Have you had any of the following issues getting healthcare because of the COVID-19 crisis?

<input type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input checked="" type="checkbox"/> The clinic wasn't open when I needed it	<input type="checkbox"/> The clinic didn't have the medicine that I needed
<input type="checkbox"/> The queue at the clinic was longer than usual	<input type="checkbox"/> There were less staff working than usual	<input type="checkbox"/> The clinic not providing the service I needed
<input type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19	<input type="checkbox"/> There is no access to soap and water at the clinic	<input type="checkbox"/> There is no access to hand sanitiser at the clinic
<input type="checkbox"/> Other	<input checked="" type="checkbox"/> None of the above	

Facility Manager: Have you had any of the following issues at your clinic because of the COVID-19 crisis?

<input type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual	<input type="checkbox"/> We are experiencing more shortages of personal protective equipment for staff than usual	<input type="checkbox"/> We can only serve patients at the gate—patients do not enter the facility
<input type="checkbox"/> We have more restricted hours of operation than usual	<input checked="" type="checkbox"/> We have higher patient wait times than usual	<input checked="" type="checkbox"/> We are operating with fewer staff than usual
<input type="checkbox"/> The clinic has been completely closed for a period of time	<input type="checkbox"/> We can serve less patients than usual	<input type="checkbox"/> None of the above
<input type="checkbox"/> Other		

TB Infection Control

Details **Green = 0 No** **Yellow = 1-2 No** **Red = 2+ No** **Clinic Result: YELLOW**

Enough room in the waiting area?

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 208
- No: 228
- Don't know: 2

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 6:07**

This ranks:

- 335 of 396 Facilities Nationally (Bottom Quarter)
- 103 of 118 Facilities in the Province (Bottom Quarter)
- 31 of 39 Facilities in the District (Bottom Quarter)

Were the Facility Windows Open?

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 421
- No: 17

Are people being asked for TB symptoms?

80% of patients report:Yes **Yes**

This ranks:

- 148 of 396 Facilities Nationally (Top Half)
- 33 of 118 Facilities in the Province (Top Half)
- 11 of 39 Facilities in the District (Top Half)

Are people who are coughing in a separate room?

46% of patients report:Yes **No**

This ranks:

- 209 of 396 Facilities Nationally (Bottom Half)
- 72 of 118 Facilities in the Province (Bottom Half)
- 10 of 39 Facilities in the District (Top Half)

Are there posters telling patient to cover mouth when coughing/sneezing?

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 402
- No: 36